



July/August 2002

## ORGANIZATIONS FEATURED

### District II – Pima County

This is the second in a series dedicated to acknowledging outstanding and innovative volunteer and service organizations. Ron Barber, District II Program Administrator, shares the stories of eight service providers who have made a positive difference in Pima County.

*Submitted by Ron Barber, District II Program Administrator and District II staff.*

### A Nurturing Place for Children With Medical Needs

The **Emiliano Children's Home** is operated by the Danville Corporation and provides transitional services to families with medically involved children. The home provides a warm and nurturing environments for the children who live in their care. A unique training component is provided for family members. They have the opportunity to stay at the house while participating in and learning about the medical care required for their child before the transition to the family home.

Children at Emiliano are provided many opportunities to play a more active role in the community after medical stability is obtained. They go to restaurants,

movies, the park and the zoo, even though many often travel with portable ventilators.

Emiliano's staff is outstanding in the daily care they give and in advocating for the children with doctors and other medical professionals. They also provide needed comfort and help to families in difficult times. They support families who are dealing with grief and loss.

This is a one-of-a-kind program that continually receives positive feedback from the medical community, parents and Division staff.



### Down on the Ranch With Animals and Friends



The **Tumbleweed Adult Day Program** in Marana is based in a ranch setting. Individuals may participate in horseback riding, in providing upkeep for the grounds and garden and in the caring of the horses and peacocks.

The program's distance from town has made transportation an issue, as most transportation providers do not serve that area. The Program Supervisor, Austin arranged for transportation for three individuals from town so they could attend Tumbleweed. This extra support was provided with no compensation being asked for or received from the Division.

Tumbleweed welcomes other Tucson day programs to attend the Wednesday horseback riding sessions. All benefit from the experience of caring for animals and

the friendships that develop.

*(More stories on pages 2 and 3.)*

(Continued from page 1. More stories on page 3.)

## Extra Mile Walked

**Handicare** has two programs in Tucson. Supervisor Charlotte Higdon and her staff provide exceptional services to individuals with a wide range of disabilities and needs. Two stories exemplify the ways in which this agency goes the extra mile.

**A young man** left high school about a year ago and began to attend Handicare Day Program. School personnel, family members and therapists all told Handicare staff that he had never walked and never would. This made participation in the community difficult for him.

Handicare began a consistent physical therapy program with daily encouragement. During a recent Individual Service Plan meeting, the young man astonished everyone, including his mother, when he walked across the room on his own. His mother cried

tears of joy. He now joins his peers on weekly outings to the park, movies and shopping.

**A young woman** in this program endured great loss a year ago when her mother and father died within three days of each other. She had a strong desire to visit her parents' gravesite in Phoenix, but this was not possible for staff at her residential program. Handicare staff stepped up, and near the time of the anniversary of her parents' deaths, staff and the young woman took a special trip from Tucson to the Phoenix gravesite. The young woman brought flowers and a camera to record the occasion. A memorial service was conducted; pictures were taken of the gravesite; and pencil rubbings were taken from the tombstones. Prior to this trip, this young lady seldom smiled. Now, with her mementos with her at all times, she shares joyfully her experience and can move on with her life.

## Volunteers With and Without Disabilities

The **Community Service Group** of Tucson is a group of people, with and without disabilities, who have come together to give back to the community in a meaningful way.

Jen Snider, an employee of Counseling & Consulting Services, created the group. She recognized that people who often have their basic needs met by others might enjoy the opportunity to help people themselves. She discussed this idea with colleagues who work in the field and found that many shared her views.

Jen and a handful of support staff began to discuss with individuals with developmental disabilities the importance of volunteering. A group was formed meeting in Jen's home, but they soon outgrew the space. The group now meets once a month at the Division of Developmental Disabilities office at 3655 E. Second Street in Tucson. Group members usually attend alone, although a few have brought support staff. The support staff also join in as active members.

Each month, new people participate and the group energy grows. Every time the group gets together, there are new ideas for projects and increased enthusiasm about volunteering and helping others.

Opinions and ideas about volunteering always are valued and encouraged.

The group has volunteered for a litter pick-up at a Tucson park, met with the Volunteer Center at a grocery store to pass out flyers about domestic violence issues and will begin visiting Tucson area nursing homes soon. Volunteer work also has been scheduled with the Tucson Graffiti Abatement program (painting murals on buildings marred by graffiti) and with Weed Whackers (removing non-indigenous plants from area parks and wildlife areas to maintain the health of the ecosystem).

The group encourages others to participate. The only criteria are that group members are considerate and respectful of others and participate in the volunteer projects.

More information is available from Jen Snider, Caty Starkey or Kattina Farragut at 520-318-3510.

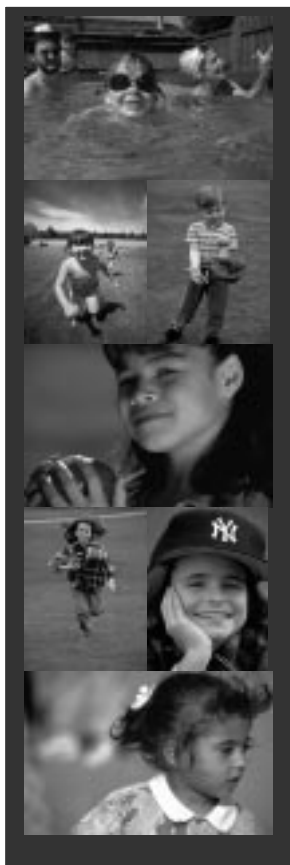
(More stories on pages 1 and 3.)



Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting: 602-542-6825

(Continued from page 1. More stories on page 2.)

## Foster Families Make a Difference



**Connie Hendrickson** has adopted children with disabilities and she is mother to two foster children and a surrogate parent for several children that live in group homes. She is a single mom, but still finds time to take the children on community outings to the movies, the zoo, basketball games, concerts and special events.

Her home has a very comfortable feeling. Everywhere there is a sense of the order and routine that she has established. She does everything with ease and grace. Connie is incredible; nothing is ever an issue or problem.

**Nancy Leach** has been a foster parent for more than 15 years. Children that come to her home often have feeding issues, but within a couple of months the children are eating and putting on weight.

Some children have challenging behaviors. Her success with these children comes from her calmness in being able to redirect the children to do other things. Nancy also has provided emergency placements for several children. Nancy is very loving, caring and nurturing. Her commitment and dedication to children is exceptional.

**Dora Sierra** has been a foster parent to children who are medically and physically involved. She encourages her children to be as independent as possible.

Advocating is a job Dora takes very seriously. When the school calls with an issue, she is always available to go in to work with classroom staff to share her knowledge of what works. She is great in offering support to other foster parents and in helping them problem solve.

## Focus on the Family

The **Up With Parents Program** in Tucson operates under the Tetra Corporation and provides support to families who have one or both parents with a developmental disability or families with children who are at risk for developmental delay due to an environmental issue or from the lack of confident parenting. A variety of supports including parenting skills training, early intervention services, transportation services and life skills training are available.

Program Director Linda Kezman about six months ago skillfully worked with a family who had particularly complex needs. The mother was receiving limited services from the behavioral health system and her little girl was at risk for developmental delay. There was little community or family support at this time to help with identifying and coordinating the many services and systems the mother and daughter had to deal with.

Up With Parents got involved. Linda and her staff provided coordination and the relation-based support the family needed. Appropriate behavioral services including the correct medication were established. Referral was made to Tetra's "Ticket To Work" program and the mother successfully began a new job. She now has a job at the federal courthouse and makes enough money to provide for her family. The family now has full private insurance and no longer has to rely on public assistance.

The best news is the success the daughter achieved in the early intervention program. She is now in public preschool and will be "graduating" from the Division of Developmental Disabilities.

*(More stories on pages 1 and 2 End of featured article.)*



## BI-DIRECTIONAL COMMUNICATION: WHAT IS IT?

### Statewide Quality Management Committee (SQMC)

*Submitted by the Statewide Quality Management Committee and Dr. Laura Nelson, Associate Medical Director*

As part of our continued efforts to evaluate and strengthen quality initiatives throughout the Division, the Statewide Quality Management Committee (SQMC) is asking for input from consumers, families, providers and staff.

The committee welcomes all forms of input. However, we are especially interested in system-wide issues relating to quality. In addition to quality improvement ideas and strategies, the committee also encourages questions and/or comments.

We intend to focus future articles on responses to these concerns and ideas, as well as sharing your positive experiences. We believe that success is contagious, and by communicating our successes, we can all improve. One of our goals is to find, share

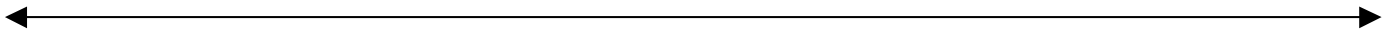
and nurture quality work happening within the Division. This is the essence of Bi-directional Communication, sharing valuable information.

Please mail questions, comments or quality ideas to:  
Laura Nelson, MD, Associate Medical Director  
Quality Management – 791A  
PO Box 6123  
Phoenix, Arizona 85005

Or email them to:

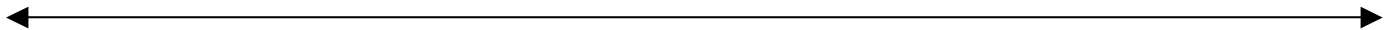
[Lnelson@mail.de.state.az.us](mailto:Lnelson@mail.de.state.az.us)

(Please specify whether or not you want your name mentioned in any responses that may appear in future articles.)



### *FACT:*

*Did you know that over 70% of applicants requesting Division services were determined eligible?*



### EMPLOYEE OF THE QUARTER Dewayne Miller

Dewayne Miller, Habilitation Technician II, State Operated Programs, District II has been selected as the Division's employee of the second quarter of 2002. He is incredible with his insight regarding support of individuals with whom he works. Dewayne promotes quality of lives by doing such things as taking an individual with developmental disabilities for a haircut and stopping for an ice cream on the way home; taking a photo of a favorite bougainvillea plant in full bloom and enlarging it for an individual to enjoy all year long; and facilitating the visits for an individual with his family who had not been involved in the individual's life. Dewayne does this because of his deep commitment to service.

Congratulations, Dewayne, for a job well done!

